GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4074
ANSWERED ON:20.08.2001
SETTLEMENT OF GRIEVANCES
SURESH RAMRAO JADHAV (PATIL)

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether any special drives have been launched in all the circles to settle people`s grievances relating to Saving Bank, Money Order and Registration Services of the postal department;

(b) if so, the number of such complaints received and settled during the last three years, year-wise; and

(c) the steps taken/proposed to be taken to ensure prompt settlement of all the grievances/ complaints registered during special drive?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) The details of the drives launched and the number of complaints received and settled during the past three years are given in Annexure.

(c) Efforts continue to be made to ensure prompt settlement of all the grievances received during the drive period. These are continuously monitored till they are settled.

DETAILS OF THE SPECIAL DRIVES LAUNCHED RELATING TO SAVINGS BANK, MONEY ORDER AND REGISTRATION SERVICES DURING THE YEARS 1998-99, 1999-2000, 2000-2001

ANNEXURE

S.No.	Year	Nature of drive launched	Period of drive	Number of complaints Pending at the beginning of the drive	Now complaints received during the drive period	Number of complaints settled during the drive period	Number of complaints pending
1.	1998-99	1. Settlement of complaints about Registered articles	01.09.98 to30.09.98	14280	13240	16710	10810
		2. Settlement of Complaints aboutMoney orders	01.11.98 to30.11.98	14380	20962	23190	12152
		3. Settlement of Savings Bank/CCcomplaints	15.02.99 to15.03.99	10478	11927	16155	6250
2.	1999-2000	1. Settlement of MoneyOrder complaints	15.07.99 to14.08.99	24097	27809	32081	19285
		2. Settlement of SavingsBank/CC complaints	01.11.99 to30.11.99	14438	21970	27194	9214
		3. Settlement of Complaints aboutRegistered articles	15.02.2000 to14.03.2000	24918	24318	22818	26418
3.	2000-2001	1. Settlement of SavingsBank/CC complaints	01.08.2000 to31.08.2000	8760	15185	20389	4186
		2. Settlement of Complaints about money orders.	20.03.2001 to19.04.2001	47829	22480	32119	37190